State of Delaware
Employee Self-Service
Login Page Change

June 2013

Employee Self-Service Login Page Change

A Message to All Employees

On June 10, 2013, the current Employee Self-Service website login used for viewing paychecks, eBenefits, Time & Labor, and Race/Ethnicity Designation will change. ***This change strengthens security and offers State employees the ability to reset their password without contacting the Employee Self-Service Call Center or completing an online request.*** As a result, all State employee self-service passwords will be reset to an Initial Default Password. The first time employees login on or after June 10, 2013, they will be required to change the Initial Default Password, set up Challenge Questions used for the "Forgot Password" functionality, and register their State of Delaware work email address.

What you need to do

➢ Review the material contained in this employee packet

➢ On, or after, June 10, 2013, follow the detailed instructions for resetting the Initial Default Password, setting up Challenge Questions, and registering your State of Delaware work email address

➢ Access Employee Self-Service to view your paycheck, Time & Labor Timesheet, eBenefits, and Race/Ethnicity Designation (if applicable.)

> **Employee Self-Service**
> **Login to Employee Self-Service to access: ePay, Time & Labor Self-Service, eBenefits**
>
> Please enter your Employee Id and Password below. All fields are required.
>
> **Employee Id:**
> **Password:**
> Sign In
>
> Home
> Announcements
> Self-Service User Account Assistance
> New Employee Information
> Forgot Password?
> My Profile

Resources to help you

- Frequently Asked Questions contained in this document

- Detailed "Employee Self-Service First Time Login Instructions" received from your Human Resources or Payroll Office

- Online/self-study training User Productivity Kit (UPK)

    This information is also available on the Employee Communications website at

    http://omb.delaware.gov/ecomm.shtml

Employee Self-Service

Frequently Asked Questions

QUESTION:	ANSWER:
What is Employee Self-Service?	A secure online electronic view of pay information, eBenefits, Time & Labor, and Race/Ethnicity Designation (if applicable).
Can I access the system from home?	Yes. Employee Self-Service is a secure online access available 24 hours a day, 7 days a week. https://eapps.erp.delaware.gov/
What if I don't have access to a computer?	Contact your Human Resources or Payroll Office for further instructions.
What Internet Browser is required?	The following browsers/versions are supported: • Internet Explorer 8.x • Internet Explorer 9.x • Firefox 5+ • Safari 5+ • Chrome 12+ ***Work Computer*** If your work computer does not have one of the versions above, contact your IT Department. ***Home Computer*** If your home computer does not have one of the versions above, it is recommended that you upgrade to the appropriate browser version.
What is my User ID?	Your User ID is your EMPL ID, a six-digit employee identification number assigned by the State of Delaware.
Where do I find my EMPL ID?	Locate your six-digit EMPL ID on a previously printed advice or live paycheck stub or contact your Human Resources or Payroll Office for assistance.
What if I forget my EMPL ID?	Contact your Human Resources or Payroll Office.
What if I forget my password?	The 'Forgot Password' functionality allows users to be able to reset their passwords without sending a form or waiting for someone to return a new password to them.
How do I reset my password?	***First time:*** Enter Initial Default Password in the Password box. You will be prompted to change the Initial Default Password the first time you login. Access detailed instructions at http://omb.delaware.gov/ecomm.shtml ***After first time:*** Click on the menu option 'Forgot Password' and follow the prompts to set up a new password. Access detailed instructions at http://omb.delaware.gov/ecomm.shtml

QUESTION:	ANSWER:
What are the password requirements?	Password Policy: 1. Password must not have been used before. 2. Password must not match or contain first or last name. 3. Password must be at least 10 characters long. 4. Password must contain at least 1 numeric character. 5. Password must contain at least 1 special character. 6. Password must contain at least 1 uppercase letter. 7. Password must not match or contain User ID (EMPL ID).
Will my password automatically expire after a set number of days?	Yes. The system will prompt you to change your password every 90 days.
Will the system lock me out if I enter the wrong password?	The system will lock the user account after three incorrect password attempts.
What if I have entered the wrong password too many times and get locked out?	Contact the Employee Self-Service toll-free Call Center at 1-866-751-7833.
Will Employee Self-Service automatically log me out?	As a security measure, after 20 minutes of inactivity, the system will automatically log you out.
Will assistance be available if I have questions about logging in or accessing my pay data online?	Yes, the toll-free Call Center, 1-866-751-7833, operates Monday – Friday from 8:00 am – 4:30 pm for login assistance. Voicemail is available after hours.
Should I give my login information to anyone?	Access is employee-specific and only available to you with your user id and secure password. For security purposes, do not share your login information with others.
What should I do if I don't have a State email address?	Contact your Human Resources or Payroll Office.
Who do I contact with questions about my login or password?	Contact your Human Resources or Payroll Office.